



Professional & Business Support Job Family Role Profile

Job Family Summary: Professional & Business Support provides an essential business support service to both internal and external customers to ensure delivery of Council Services.

Role Summary: A typical role will apply professional / technical / specialist expertise to deliver a quality service. Roles will manage their work independently and be accountable for the delivery of an effective and efficient service. Deal with day-to-day issues as referred by members of the team, making judgements when to involve more senior managers. Roles typically manage staff and co-ordinate their work, ensuring quality standards are met.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Ability to support service delivery by undertaking a range of specialist tasks and activities to ensure effective delivery of services • Knowledge and understanding to review a range of support / specialist activities through resource planning and maintaining standards ensuring operational efficiency and quality of service • Knowledge and ability to contribute directly to the design, development/improvement of programmes of activities or services by reviewing existing processes and procedures to establish a new area of service or improvement • Analytical skills to assess service requirements to facilitate service delivery by reviewing existing processes and procedures • Ability to contribute to the development and implementation of team plans • Communication skills to deal effectively with internal and external customers in all areas of work; demonstrating good working relationships • Interpersonal skills to provide explanations of outcomes using a range of advising, guiding, persuading or negotiating skills to encourage others to adopt a particular course of action; and to deliver training or presentations to a range of audiences • Digital Leadership skills to positively embrace technology with operational knowledge of systems in terms of functionality and capability to deliver efficient services • Ability to develop and/or manage information or systems, managing their review and development for departmental use • Knowledge of financial activities and procedures to assist with the management of resources and budget setting and monitoring within allocated area where appropriate to ensure sound financial management • Knowledge of relevant Council policies, processes and procedures to understand the activities of the work area to review existing processes and procedures for improving service delivery 	<ul style="list-style-type: none"> • Committed to delivering high quality services in accordance with PKC Customer Service Standards • Demonstrate confidentiality and integrity of all Council information • Committed to treating colleagues and customers with dignity and respect in line with the Employee Code of Conduct • Committed to promote and role model the Council's values on equality and diversity • Demonstrate a commitment to learning, improvement and innovation by proactively seeking out opportunities for personal development • Demonstrate a flexible approach to change; challenge the status quo to bring about change and embrace new ways of working • Demonstrate initiative taking responsibility for decisions to achieve results • Lead by example in demonstrating expected behaviours; inspiring colleagues to follow your example • Demonstrate enthusiasm with a desire to make a difference, empowering and supporting your team to initiate improvements to services valuing everyone's contribution inspiring confidence in others • Committed to a coaching style approach to help others to find their own solutions • Committed to co-designing processes with a clear focus on the customer experience enhancing the lives of our

Job Family Level:	8	Grade:	PR8
-------------------	---	--------	-----



Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Where appropriate supervisory skills through the co-ordination of work, on the job training, performance appraisal and assessing work against expected standards • Ability to comply and implement health and safety policy and health and safety management arrangements within their area of responsibility • Ability to comply and implement the Council's civil contingencies policy and develop emergency plans within their area of responsibility 	<p>communities</p> <ul style="list-style-type: none"> • Committed to being part of a safe working environment for themselves and others by observing safe working practices and the Council's Health and safety Policies and Procedures • Committed to the implementation of the Councils approach to the management of health and safety • Committed to promoting health and wellbeing to build employee resilience • Proactively addresses climate change in their activities and encourages others to do the same